

EMPLOYEE RETENTION

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Do you have a revolving door at your agency? Does it feel like you're losing one good employee after another? Retaining good employees requires employers to evaluate their situation and work environment. Remember, it's not always about money. The following materials on employee retention are available from the South Carolina State Library.

BOOKS

1. *Bolich, Anjanette M. *Reduce your losses: help new teachers become veteran teachers*. Atlanta, GA: Southern Regional Education Board, 2001. CALL#: 371.14 BOLI
2. *Branham, Leigh. *Keeping the people who keep you in business: 24 ways to hang on to your most valuable talent*. New York: AMACOM, 2001. CALL#: 658.BRAN
3. *Hickman, E. Stewart. *Hiring and retaining top-performing employees*. Alexandria, VA: American Society of Training and development, 2000. CALL#: 658.31 HICK
4. *Kaye, Beverly L. *Love 'em or lose 'em: getting good people to stay*. San Francisco, CA: Berrett-Koehler Publishers, 1999. CALL#: 658.314 KAYE

ARTICLES

5. Cassis, John. "Managing the management trainees." *The RMA Journal* 83 #10 (July/August 2001): 14-17.
6. Dreyer, R. S. "The flager team: keeping 'em down on the farm." *Supervision* 62 #11 (November 2001): 18.
7. Kaye, Beverly and Sharon Jordan-Evans. "Retaining key employees." *Public Management* 83 #1 (January/February 2001): 6-11.
8. Kochanski, James and Gerald Ledford. "How to keep me-retaining technical professionals. These 15 predictors of retention can help, but first you need to collect data from your own scientists and engineers." *Research-Technology Management* 44 #3 (May 2001): 31-38.

9. Withers, Pam. "Finders-keepers. The six secrets to attracting and retaining great employees." *CMA Management* 75 #7 (October 2001): 24-26.
10. Yetzer, Elaine. "Piecing it together: recruiting, retaining employees doesn't end when a job opening is filled." *Hotel & Motel Management* 216 #1 (January 15, 2001) : 44-45.

News from the South Carolina State Library

New Classes on Internet Strategies and Sources Scheduled

The State Library announces its Winter schedule of instructional sessions on ***Searching the Information Highways and Byways: Tours for Information Seekers***. These hands-on classes, approximately two to three hours in length, are conducted in the Library's well-equipped computer training room. Programs will be offered in January through April. To see the schedule, visit this address on the Internet: www.state.sc.us/scsl/forms/trainfrm.html or phone the Information Desk at (803) 734-8026 to request a printed copy of the schedule and registration form. Registrations can be faxed to Brenda Boyd (803) 734-4757 or emailed to brenda@leo.scsl.state.sc.us.

New Hours

Starting February 1, 2002, the South Carolina State library will be open from **8:30 a.m.** to **5:00 p.m.** Monday through Friday.

Business Communication

11. Burley-Allen, Madelyn. "Listen up. Listening is a learned skill and supervisors need it to improve their employee relationship." *HR Magazine* 46 #11 (November 2001): 115-120.
12. Castle, Lana R. "Grammar gremlins. The style meister tackles your toughest grammar problems." *OfficePro* 61#9 (November/December 2001): 6-9.
13. Craven, Robin E. and Lynn Johnson Golabowski. "Meeting motivation. How often have you attended a meeting and walked away felling like it was a big waste of your time?" *OfficePro* 61 #9 (November/December 2001):10-14.

14. *Evans, Karin B. and Dennis Metzger. *Storytelling: organizational development*. Alexandria, VA: ASTD, 2000. CALL#: 808.543 EVAN
15. *Lerner, Harriet Goldhor. *The dance of connection: how to talk to someone when you're mad, hurt, scared, frustrated, insulted, betrayed, or desperate*. New York: HarperCollins, 2001. CALL#: 153.6 LERN
16. *McGinty, Sarah Myers. *Power talk: using language to build authority and influence*. New York: Warner Books, 2001. CALL#: 658.452 MCGI
17. Wells, Susan J. "Making telecommuting work. Observations from experts and actions from employers show that telecommuting can work successfully." *HR Magazine* 46 #10 (October 2001): 34-45.

Computers, Software, and the Internet

18. *Dornfest, Asha. *FrontPage 2002 for dummies*. New York: Hungry Minds, 2001. CALL#: 005.72 DORN
19. *Hester, Nolan. *FrontPage 2002 for Windows*. Berkeley, CA: Peachpit Press, 2002. CALL#: 005.72 HEST
20. *Huske, Lynne. *The Internet connection: exploring the power of the web as a teaching tool*. Arlington, VA: Educational Research Service, 2001. CALL#: 371.334 HUSK
21. Kavanagh, Sean. "Take advantage of data on the Web by importing it into Access." *Inside Microsoft Office 97* 5 #9 (September 2001): 1-4.
22. *Kinkoph, Sherry. *Teach yourself visually Flash 5*. Foster City, CA: IDG Books Worldwide, 2000. CALL#: 006.78 KINK
23. *MacDonald, Randall M. *Successful keyword searching: initiating research on popular topics using electronic databases*. Westport, CT: Greenwood Press, 2001. CALL#: 025.04 MACD

Crime and Corrections

24. Bottcher, Jean. "Social practices of gender: how gender relates to delinquency in the everyday lives of high-risk youths." *Criminology* 39 #4 (November 2001): 893-932.

25. **Electronic crime scene investigation: a guide for first responders*. Washington, DC: U.S. Dept. of Justice, Office of Justice Programs, National Institute of Justice, 2001. CALL#: J 28.8/3:EL 1
26. **Managing death-sentenced inmates: a survey of practices*. Lanham, MD: American Correctional Association, 2000. CALL#: 365.64 MANA
27. *McManus, Rob. *Firearm violence in South Carolina*. Columbia, SC: Office of Justice Programs, SC Department of Public Safety, 2001. CALL#: P9602J2.F46

Education

28. *Gill-Weiss, Mary Jane. *Reaching out, joining in: teaching social skills to young children with autism*. Bethesda, MD: Woodbine House, 2001. CALL#: 618.9289 GILL
29. **Inventory management for child nutrition programs*. University, MS: National Food Service Management Institute, University of Mississippi, 2000. CALL#: Media 371.716 INVE

This video shows how to manage the inventory of school breakfast and lunch programs. It includes organization for inventory control, record keeping, product safety and cost control.

30. *Riggs, Ernestine Gates. *Helping middle and high school readers: teaching and learning strategies across the curriculum*. Arlington, VA: Educational Research Service, 2001. CALL#: 428.4 RIGG
31. **School health index for physical activity and healthy eating: a self-assessment and planning guide*. . Atlanta, GA:US Department of Health and Human Services, Centers for Disease Control and Prevention, 2000. CALL#: 613.07 SCHO
32. **School, the story of American public education*. Boston, MA: Beacon Press, 2001. CALL#: 370.973 SCHO
33. Spady, William and Charles Schwahn. "Leading when everyone goes back to zero. Trends in leadership. *Principal Leadership* 2 #4 (December 2001): 10-16.

Human Resources

34. *Avery, Christine. *The flexible workplace: a sourcebook of information and research*. Westport, CT: Quorum Books, 2001. CALL#: 331.2572 AVER

35. **The challenge of front-line management: flattened organizations in the new economy*. Westport, CT: Quorum Books, 2001. CALL#: 658.43 CHAL

36. DeMars, Nan. "Flavor of the week. What you can do when you're the latest topic on the rumor mill." *OfficePro* 61 #9 (November/December 2001): 24-27.

37. *Graff, Linda L. *Beyond police checks: the definitive volunteer & employee screening guidebook*. Dundas, OH: Graff and Associates, 1999. CALL#: 658.3112 GRAF

38. Frase-Blunt, Martha. "Ready, set, rotate. Training wheels: rotations can keep entry-level employees on tracks." *HR Magazine* 46 #10 (October 2001): 46-50, 53.

39. Greengard, Samuel. "Make smarter business decisions: know what employees can do." *Workforce* 80 #11 (November 2001): 42-46.

40. Sutton, Robert I. "The weird rules of creativity. You know how to manage for efficiency and productivity. But if it's creativity you want, chances are you're doing it all wrong." *Harvard Business Review* 79 #8 (September 2001): 94-103.

Leadership

41. Badaracco, Joseph L. Jr. "We don't need another hero. The most effective moral leadership, it turns out, is provided by people who work behind the scenes for quiet victories." *Harvard Business Review* 79 #8 (September 2001): 120-126.

42. *Kouzes, James M. *Encouraging the heart: a leader's guide to rewarding and recognizing others*. San Francisco, CA: Jossey-Bass, 1999. CALL#: 658.4092 KOUZ

43. *Cooper, Robert K. *The other 90%: how to unlock your vast untapped potential for leadership and life*. New York: Crown Business, 2001. CALL#: 158.1 COOP

44. *Krames, Jeffrey A. *The Jack Welch lexicon of leadership*. New York: McGraw-Hill, 2001. CALL#: 658.4 KRAM

45. Suutari, Ray. "Playing the decision-making game." *CMA Management* 75 #7 (October 2001): 14-17.

46. Zimmerman, E. L., "What's under the hood? The mechanics of leadership versus management." *Supervision* 62 #8 (August 2001): 10-12.

Organizational Change

47. *Duck, Jeanie Daniel. *The change monster: the human forces that fuel or foil corporate transformation and change*. New York: Crown Business, 2001. CALL#: 658.406 DUCK

48. *Kanter, Rosabeth Moss. *Evolve!: succeeding in the digital culture of tomorrow*. Boston, MA: Harvard Business School Press, 2001. CALL#: 658.406 KANT

49. *King, Jan B. *Business plans to game plans: a practical system for turning strategies into action*. Los Angeles, CA: Silver Lake Publishing, 2000. CALL#: 658.4012 KING

50. *McGehee, Tom. *Whoosh: business in the fast lane*. Cambridge, MA: Perseus, 2001. CALL#: 658.406 MCGE

51. McLagan, Pat. "Claim your change power. Whether you're a leader or a follower, you are a force of change. *T+D* 55 #10 (October 2001): 58-61.

State and Local Government

52. **Making results-based state government work*. Washington, D C: The Urban Institute, 2001. CALL#: 352.3 MAKI

53. *Robinson, Mayreen K. *Nonprofit boards that work: the end one-size-fits-all governance*. New York: John Wiley, 2001. CALL#: 658.422 ROBI

54. **The practice of local government planning*. Washington, DC: International City/County Management Association, 2000. CALL#: 352.96 PRAC

55. *Sears, Jean L. *Using government information sources: electronic and print*. Phoenix, AZ: Oryx Press, 2001. CALL#: F 015.73 SEAR

56. *Shaw, Margaret. *The role of local government in community safety*. Washington, DC: US Dept of Justice, Office of Justice Programs, Bureau of Justice Assistance, 2001. CALL#: J26.30:C73/5

57. *Slayter, Philip and Charlie Tyer. *Local officials guide to comprehensive planning*. Columbia, SC: University of South Carolina, Institute of Public Affairs, Center for Governance, 2000. CALL#: Un35PubG2.L52-2

**Items marked with an asterisk denote book or audiovisual material.*

